Job Title: Development Services Technician III

Department: Development Services and Engineering

Immediate

Supervisor: Various

Origination Date:	07/01/2001
Revision Date:	07/01/2012
Job Grade	806
FLSA Status	Non-exempt

BRIEF DESCRIPTION OF THE JOB:

Assists with managing plan review and permitting functions and performs a variety of administrative, clerical and advisory functions. Processes permits by reviewing permit applications, conducting plan reviews, tracking plans in the computer system, calculating fees, and issuing permits. Provides customer assistance by answering telephones and providing help and support to customers at the counter and performs data entry for various reports.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	L	Assists with directing the work of the Development Services Technician I and II by organizing, prioritizing, assigning work, monitoring work status, and assisting in resolving permit and inspection problems and providing technical expertise.
3	L	Processes permits by logging permits into the database, routing them to proper departments for review, and obtaining all necessary documents to accurately calculate all development, permit and plan review fees. Coordinates and obtains all required approvals with all departments prior to permit issuance. Performs a variety of technical duties involved in accepting, processing and reviewing forms, plans and permit applications for building permit issuance. Researches missing/incorrect payments/wire transfers for the Finance Department to ensure that any discrepancies are corrected in a timely manner.
4	L	Assists with various administrative tasks by scheduling and resulting inspections, filing permits and applications, performing data entry, preparing agendas, assembling staff reports, taking and transcribing minutes, and assisting customers at the counter and over the telephone. Maintains department plan file records and tracking system to ensure that City plans are accessible when needed for use by City and the Public or to fulfill public records requests.
5	S	Assists homeowners, business owners, contractors, engineers, and architects at the counter, over the phone and in writing with code requirements, regulations, procedures and issues. Evaluates plans, studies, designs, and reports for completeness during the submittal process.
6	S	Reviews simple construction plans for code and setback compliance.

JOB REQUIREMENTS:

	JOB REQUIREMENTS
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with six-months/one year of advanced study or training past the high school equivalency. Community college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Minimum of two years experience in a related field.
Certifications and Other Requirements	ICC Certified Permit Technician
Reading	Work requires the ability to read permit applications, office procedures, code books, general correspondence, and pertinent information from construction drawings.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division, and basic geometry.
Writing	Work requires the ability to write general correspondence, memorandums, letters, procedures, informational handouts, and work flow requirements.
Managerial	Semi-Complex - Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Policy/Decision Making	Significant - The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex work as well as decisions with more significant impacts may be reviewed prior to being finalized.
Technical Skills	Comprehensive Application - Work requires the use of standard technical skills appropriate to the work environment of the organization. Limited analysis and independent thinking is utilized.
Interpersonal / Human Relations Skills	Moderate - Interactions may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From $1/3$ to $2/3$ of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R □ O □ F ⊠ C	☐ Making presentations ☐ Observing work site ☐ Observing work duties ☒ Communicating with co-workers	Pushing/ Pulling	□ N □ R □ O ⊠ F □ C	☒ File drawers☐ Equipment☒ Tables and chairs☐ Hoses
Fine Dexterity	□ N □ R □ O □ F ⊠ C	 ☑ Computer keyboard ☑ Telephone keypad ☑ Calculator ☐ Calibrating equipment 	Climbing	□ N □ R ⊠ O □ F □ C	☐ Stairs ☐ Ladders ☑ Step stools ☐ Onto equipment
Walking	□ N □ R □ O ⊠ F □ C	☑ To other departments/offices☑ Around work site	Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☒ Driving☒ Observing work site
Lifting	□ N □ R □ O ⊠ F □ C	☐ Supplies ☐ Equipment ☑ Files	Foot Controls	⊠ N □ R □ O □ F □ C	☐ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Carrying	□ N □ R □ O ⊠ F □ C	☐ Supplies ☐ Equipment ☑ Files	Balancing	□ N □ R ⊠ O □ F □ C	☐ On ladders ☐ On equipment ☒ On step stools
Sitting	□ N □ R □ O ⊠ F □ C	☑ Desk work ☑ Meetings □ Driving	Bending	□ N □ R □ O ⊠ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground☒ Making repairs
Reaching	□ N □ R □ O ⊠ F □ C	☐ For supplies ☐ For files	Crouching	□ N □ R □ O ⊠ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground
Handling	□ N □ R □ O ⊠ F □ C	☑ Paperwork☑ Monies	Hearing	□ N □ R □ O □ F ⊠ C	☒ Communicating via telephone/radio, to co-workers/public☒ Listening to equipment
Kneeling	□ N □ R □ O ⊠ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground	Twisting	□ N □ R □ O ⊠ F □ C	☑ From computer to telephone☐ Getting inside vehicle
Crawling	□ N ⊠ R □ O □ F □ C	☑ Under equipment☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)			

Physical Demands (continue	d)							
Machines, Tools, Equipment	and Wark	Aide:						
Telephone, fax machine, copier, industri			etem two and t	hree hole nur	och rec	eint printer cr	edit ca	rd machine
reiephone, tax machine, copier, muusui	iai stapiei, sciss	ors, ron-me sy	stem, two and t	ince noie pui	icii, iec	eipi printer, ci	eun ca	iu maciine.
Computer Equipment and S	oftware:							
Personal Computer, printer and related s	oftware.							
Environmental Factors:								
Environmental Conditio	ins	Never	Seasonally	Several T	imes	Several Ti	mes	Daily
Difficient Condition	113	110,01	Doubonary	Per Mon		Per Wee		Dairy
Extreme temperature								
(heat, cold, extreme temp. changes from work)	om outside	⊠						
Wetness and/or humidity			_	_				
(bodily discomfort from moisture)		×						
Respiratory hazards		\boxtimes						
(fumes, gases, chemicals, dust and di Noise and vibration	rt)		_	_		_		
(sufficient to cause hearing loss)		\boxtimes						
Physical hazards		_						
(high voltage, dangerous machinery,	aggressive	\boxtimes						
prisoners, patients – <u>not customers</u>)								
Health and Safety Condition								
Health and Safety Conditions	N = Never	R = Rarel		casionally		Frequently		Constantly
	Never	Less than		r more of		n 1/3 to 2/3		or more of
Mechanical hazards	occurs	hour per we	ek un	e time	OI	the time	l	the time
Chemical hazards	X					-		-
Electrical hazards	X							
Fire hazards	×							
Explosives	X							
Communicable diseases	X							
Physical danger or abuse	×			<u> </u>				
Other (specify)								
Primary Work Location:								
☑ Office Environment								
☐ Warehouse								
☐ Shop								
☐ Vehicle								
☐ Recreation Centers/Neighborhood	d Centers							
□ Outdoors								
☐ Other (Specify)								
Protective Equipment Requi	red:							

Job Demands

Overall Strength Demands:

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☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
□ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.
⊠ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	×			
Emergency Situations				×
Frequent Change of Tasks	×			
Irregular Schedule/Overtime			×	
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	×			
Tedious or Exacting Work	X			
Noisy/Distracting Environment		×		
Other (Describe below.)				

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite

- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Director	Signature of Department Director	Date
nents:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.